

**Justification for DOI Individual Customer Service Award**  
**Daniel Snyder**

Daniel Snyder, U.S. Geological Survey (USGS), emeritus hydrologist, is a water-resources scientist who generated a highly respected body of work during his career. In addition to his contributions to science, Mr. Snyder has always been very proud of his Federal career and places a high value on public service. To his core, Mr. Snyder believes the role of the USGS is to generate the best possible science in the country, and to ensure it is accessible to anyone who inquires. In his interactions with the public, Mr. Snyder exemplified the spirit of public service. He went out of his way to help customers looking for USGS topographic maps (we are not a distributor) by providing them local sources. He willingly fielded calls from the public, partners, and other nongovernmental agencies on a host of subjects within his field of expertise. If he could not personally assist them, he worked to find a qualified person to assist them. Over his career, the number of people Mr. Snyder interacted with in this manner certainly was in the hundreds.

In the last decade of his career, Mr. Snyder became the de facto liaison between the USGS Oregon Water Science Center and the lead water manager and planner for the Klamath Tribes. Mr. Snyder became a trusted resource to the Tribes on scientific matters related to water management in the Upper Klamath River Basin of Oregon and California. These words of appreciation from Larry Dunsmoor, Klamath Tribes, speak for themselves.

*As the Water Management Liaison for the Klamath Tribes, I have worked in the crucible of western water issues for decades, always seeking that elusive balance among instream water needs for managing listed and Tribal trust species, agricultural uses, needs of national wildlife refuges, and hydropower. Ten years ago, communities in the Klamath Basin began working in earnest to resolve the complex and divisive water issues that have generated so much conflict. A series of three major settlement agreements resulted that address most of the Klamath River Basin. My USGS colleague Dan Snyder has been one of my go-to resources for many years. Dan has never been more than a phone call away. Despite always carrying a larger work load than one person should have, he would always take my calls, and then do extra work to help if he saw a pathway to do so (and he always did). I was always a little reluctant to call Dan, because I knew he would do almost anything to help me, regardless of the personal cost to himself. Nevertheless, I would call, because his competence, professionalism, and genuine commitment made him a resource I could not do without. I should also say that others in the USGS have been very helpful as well, both in the Oregon Water Science Center and at the Regional level, reflecting a culture of customer service out here in the west.*

*Beyond acting as a very important interface between my small organization and the much larger USGS world, Dan led some very important research that we ended up using as the primary basis for our most challenging settlement agreement, which resolved water rights issues between the Klamath Tribes and irrigators above Upper Klamath Lake. The Klamath Tribes were the customer for this project, and I can say without reservation that without Dan's work, we may never have been able to develop the Upper Klamath Basin Comprehensive Agreement. I heartily commend Dan Snyder for the DOI Customer Service Award, and would say to the review committee, good luck finding anyone more deserving of such recognition.*

Mr. Snyder has returned to USGS as a volunteer since his retirement. He continues to work on scientific ventures, archiving his records for posterity, and interfacing with the public and partners as needed. I highly recommend Mr. Snyder for a DOI Individual Customer Service Award.

**Nomination Form**

**Bureau or Office:** U.S. Geological Survey

**Name of Unit:** Oregon Water Science Center

**Type of Award:** Individual Customer Service Award

**Beginning Year:** 2012

**Ending Year:** 2015

**First name:** Daniel

**Middle name:**

**Last Name:** Snyder

**Have you indicated in your justification the answers to the following questions:**

**Number of customers impacted?** Yes

**Significance of services provided to customers?** Yes

**Persistence in overcoming obstacles to provide excellence in customer services?** Yes

**Extent to which customer service efforts exemplifies excellence in public service?** Yes

**In a brief 2-3 sentence summary, please describe who and why this individual or initiative is to be recognized.**

Dan Snyder's dedication to customer service is exemplified in his role as the primary USGS technical contact for the Water Management Liaison for the Klamath Tribes. Over more than 10 years of interaction, Mr. Snyder fostered a customer-service-oriented relationship with the tribal Liaison by willingly and genuinely taking an interest in applying USGS science and knowledge in helping the Tribes navigate difficult water management issues. Mr. Snyder's customer service impact is difficult to measure. The significance of his interaction with the Klamath Tribes resulted in decisions that influenced and impacted thousands living in southern Oregon.